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Reference Number: 567-04-DD

Title of Document: Preventing and Responding to Disruptive Behavior and Crisis Situations

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Date of Last Revision: July 1, 2010 (Revised)

Applicability: DDSN Regional Centers, DDSN Autism Division, DSN Boards, and Contract Service Providers

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## **PURPOSE**

This document establishes the requirement for all South Carolina Department of Disabilities and Special Needs (DDSN) operated programs (Regional Centers and Autism Division), DSN Boards, and Contract Service Providers to choose and utilize a validated, competency-based curriculum or system for teaching and certifying staff to prevent and respond to disruptive and crisis situations.

This document also establishes the requirement for the DDSN approval of curricula and includes procedures for submission of curricula to DDSN for review.

## **POLICY**

Any system utilized to prevent and respond to disruptive behavior and crisis situations must reflect the values and principles of DDSN. It must emphasize prevention and de-escalation techniques and be designed to utilize physical confrontation only as a last resort.

The most effective technique for avoiding disruptive behavior and crisis situations is to create for those supported and staff environments that are safe, respectful, and meaningful. (Refer to Directive 600-05-DD: Behavior Support Plans, Attachment A). The routine use of positive

### **DISTRICT I**

P.O. Box 239  
Clinton, SC 29325-5328  
Phone: (864) 938-3497

Midlands Center - Phone: 803/935-7500  
Whitten Center - Phone: 864/833-2733

### **DISTRICT II**

9995 Miles Jamison Road  
Summerville, SC 29485  
Phone: 843/832-5576

Coastal Center - Phone: 843/873-5750  
Pee Dee Center - Phone: 843/664-2600  
Saleeby Center - Phone: 843/332-4104

behavior supports can also decrease the likelihood that disruptive behavior and crisis situations will occur. When disruptive behavior or crisis situations do occur, staff must have the skill and ability to manage those situations in a manner that will reduce the risk of harm to those involved.

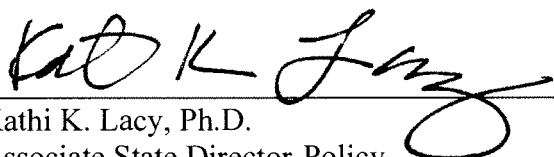
At a minimum, direct support staff and those who supervise direct support staff, Public Safety Officers, and Administrative Officers of the Day must be certified in the system chosen before performing the skill (refer to Directive 567-01-DD: Pre-service Training Requirements and Orientation). When those supported are present and in the care of staff, at least one staff member who is certified in the chosen system must be present. By present, staff who are certified must, at a minimum, be within a five (5) minute response time of any who are not certified. Certified staff must be clearly identified and known to non-certified staff so, if needed, assistance can be obtained.

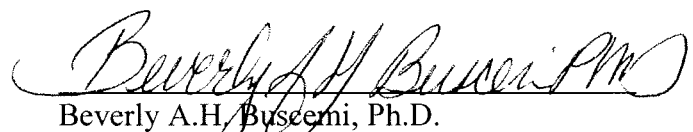
Neither this Directive nor the content of the chosen curriculum in any way affects the requirements for individualized Behavior Support Plans (Refer to Directive 600-05-DD). The techniques employed by a chosen system are for use during emergency situations when no Behavior Support Plan has been designed (i.e., unpredictable occurrences) or when the current Behavior Support Plan fails to protect those involved from harm.

### **APPROVED CIRRICULUM**

Systems/Curricula that have been approved for use by DDSN are found on Attachment 1 of this document. This list will be updated when additional systems/curricula are approved. Any system on the list may be selected for use. Appropriate use of an approved system/curriculum includes competency-based assessment of employee skills and re-certification on the schedule required by the system/curriculum for trainers and staff.

When a system or curriculum that has not previously been approved is desired, the agency must submit to DDSN Central Office-Mental Retardation/Related Disabilities Division a request that includes the name of the system for which approval is sought and either information about the system or a Web-address where system information can be located. Once information is reviewed, the agency will be notified of the decision in writing. If approved, the system/curriculum will be added to the approved list.

  
Kathi K. Lacy, Ph.D.  
Associate State Director-Policy  
(Originator)

  
Beverly A.H. Buscemi, Ph.D.  
State Director  
(Approved)

## **ATTACHMENT 1**

### **Preventing and Responding to Disruptive Behavior and Crisis Situations**

#### **Approved Systems/Curricula**

- 1. MANDT**
- 2. CPI – Crisis Prevention Institute**
- 3. PCM – Professional Crisis Management**
- 4. Therapeutic Options Training Curriculum**